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# Facsimile Cover Sheet

To: Examiner J. Reagan  
Art Unit 3623

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Date: June 27, 2002

Pages including this  
cover page: 6

Comments: Amendment After Final

APPLICANT : ANDERSON, Nancy  
SERIAL NO : 09/255,968  
FILED : February 23, 1999  
TITLE : METHOD AND MEANS FOR EVALUATING CUSTOMER  
SERVICE PERFORMANCE

Grp./A.U. : 3623  
Examiner : REAGAN, J.  
Conf. No. : 9218  
Docket No. : P03735US0

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## PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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## AMENDMENT AFTER FINAL

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

In response to the Final Office Action dated May 22, 2002, please amend the above-identified application as follows:

Official

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JUN 27 2002

GROUP 3600

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☒ transmitted by facsimile to the Patent and Trademark Office.

Date: June 27, 2002

Signature Betty Allison